

Unmet Need / Mission Request

Response to emergency and disaster situations is the responsibility of the lowest level of government. Statewide, any jurisdiction, municipality or county Emergency Management Agency (EMA) may request assistance through mutual aid or as an unmet need through the processes identified by the Pennsylvania Emergency Management Agency (PEMA). This may occur in absence of any declaration of an emergency.

The process is accomplished by completing the mission request form, also called a resource request form. The submission of a mission request form is a formal request to the Commonwealth of Pennsylvania for resources to fulfill an unmet capability need. The request to the Commonwealth for resources is made after local, county, mutual aid, and/or private sector resources are exhausted.

Example: Facility has potential need for additional N-95 masks.

1. Confirm availability of masks through normal purchasing processes. If not available, then...
2. Consider utilization of commercially available products such as half-fit face masks, PAPR units or other clinically recommended practices. If not available, then...
3. Confirm availability of masks through healthcare coalition partners. If not available, then...
4. Consider utilization of stockpiled masks from state resource capability. The approval process is as follows:
 - a. Facility sends request to county EMA which follows the normal resource request tracking process through PEMA.

Who Can Submit a Mission Request Form?

Mission request forms can only be submitted to PEMA by authorized county EMA personnel or Commonwealth agency representatives. Any jurisdiction can complete the mission request form and submit it to the county EMA.

How to Submit a Mission Request Form

1. The first step - fill out this [mission request form \(PDF\)](#)
2. In event of a life-saving or urgent (immediate) request, the county will forward the mission request form to the Commonwealth Watch and Warning Center (CWWC) and/or the Commonwealth Response Coordination Center (CRCC) in the most expeditious manner possible. This could happen over the telephone, however; the written request will be forwarded as soon as practical, but no later than 30 calendar days after the date of request.
3. For emergent events or incidents, the mission request form will be submitted to the CWWC/CRCC, where it will be directed out to the Pennsylvania Department of Health (DOH) Agency Representative or appropriate entity to fulfill the request.
4. Request sent to the DOH will be directed through the DOH Logistics Section Chief.

5. The DOH Logistics Section Chief and designees from the Operations Section will coordinate with the incident commander and the requesting facility to identify the overall risk potential to facility staff, clinicians, and patients
 - a. The Operations Section will verify the need and approve/decline the request based on the crisis clinical need.
 - b. If approved, the Logistics Section will process the request for utilization of the stockpiled N-95 masks with appropriate documentation.
6. The Finance Section will track those facilities who have received N-95 masks from the stockpiled entity

NOTE: Because a request has been submitted does not guarantee the Commonwealth's ability to fulfill the request. Every effort will be made to fulfill the request.

Important Information to Know

Ensure that the resource requests identify if applicable:

- **Capability** – What will the resource do?
- **Size** – Physical description/actual size.
- **Amount** – How many do you need?
- **Location** – Physical address or geo-location of where the resources is needed.
- **Type** – What is the "Resource Type?" or provide a description of what it the resource is.
- **Time** – How long will you need the resource?